



King County

Invites Applications for the Position of:

Judicial Cashier Lead

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King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.

OPENING DATE/TIME: 12/27/13 12:00 AM (GMT -8:00)

CLOSING DATE/TIME: 01/09/14 04:30 PM (GMT -8:00)

SALARY: \$21.67 - \$27.46 Hourly \$1,733.60 - \$2,196.80 Biweekly

LOCATION: Multiple locations in King County

JOB TYPE: Career Service, Full Time, 40 hrs/week

DIVISION: Department of Judicial Administration

JOB NUMBER: 2013JF03607

SUMMARY:

The Department of Judicial Administration (DJA) is an innovative, forward-looking agency using technology to help perform tasks better, more efficiently and reliably. DJA (also known as the Superior Court Clerk's Office) performs a variety of services for the Court, litigants and the public. DJA's mission is to provide professional, high-quality Superior Court record services and justice system programs, while ensuring access to justice and integrity in the process.

DJA is seeking a **Fiscal Specialist III, Judicial Cashier Lead** who is committed to providing professional, efficient and courteous service to the residents of King County and all individuals having business with the King County Clerk's Office.

The Cashier section is comprised of eight staff and is part of the Customer and Finance Services Division within DJA. The responsibility of the Cashier Lead is to coordinate staff to ensure:

efficient and effective counter coverage; to help staff prioritize work according to proper procedures, guidelines and service level commitments; to provide on-the-job training to the team; and to perform all regular Cashier duties, as needed. The Cashier Lead will be involved with cashier related projects, create and update section manuals and/or procedures, create, update, and monitor statistics, scheduling, post timesheets, make recommendations for efficiency in production of work and staffing resources.

Because this position acts as a liaison between the customer and the court, it is essential that the candidate exhibit a high degree of professionalism, reliability, and dependability. This position works under minimal supervision and must work closely with customers, staff, and the supervisor.

Cashiers interacts heavily with a wide variety of the public, members of the Bar, Court, law enforcement and other government agencies and works in a high activity environment. Team members in this position are accountable for providing a consistent and accurate final work product. It is essential that staff in this position possess strong technical knowledge in order to process customer filings and requests from an electronic interface. Successful candidates in this position will possess excellent organization skills and be extremely motivated to perform in a fast-paced environment with a high degree of accuracy.

King County values the balance between work and life outside of work. We offer an outstanding benefits package, 10 paid holidays, life insurance, an employee assistance program and much more. Please visit our website to learn about King County's commitment to employee's health and well-being: <http://www.kingcounty.gov/employees/>.

WHO MAY APPLY: This position is open to King County career service employees and the general public. Preference will be given in that order.

WORK LOCATION: Primary: 516 3rd Ave., Room E609, King County Courthouse, Seattle, WA.

WORK SCHEDULE: This position is overtime eligible. It works a 40-hour workweek, Monday through Friday, days with slightly varying shifts. Additional hours may be necessary to respond to workload needs, which may include evenings and weekends.

ADDITIONAL MATERIALS REQUIRED:

Please include a resume and letter of interest detailing your background and describing how you meet or exceed the requirements for this position.

These materials are supplemental to your application.

You must still completely fill out the application with your relevant education and work experience. Your application may be rejected as incomplete if you include relevant information only on the resume or cover letter.

Please note that you can attach multiple documents to your application. Your options are:

- * Copy and paste one or more documents into the text resume section of the application.
- * Attach multiple documents/files in the resume attachment section.

Contact: For more information about the application process, please contact Joy Fernandes at 206-477-0774.

JOB DUTIES:

Examples of duties include, but are not limited to:

- In this position, staff works in a team setting, rotating between several distinct assignments.
- Maintain and provide information and section statistics for section reporting.
- Plan work organization, establish and document work methods.
- Oversee the daily operations and work assignments of the section.
- Monitor and distribute workload among team members and report backlogs to supervisor.
- Prepare work schedule, provide direction, training and monitor the quality and completion of work.
- Perform accuracy reviews and report findings to supervisor.
- Receive, interpret, prepare, issue, and/or execute legal documents. Determine what action to take for case filings, such as assigning appropriate case number, judge and trial schedule. Use specialized computer applications to receive, process, print and prepare court documents according to set guidelines.
- Understand and follow policy and procedures including RCW's, State and Local Court Rules. Will be required to interpret policies, rules or procedures to customers and address the issues of somewhat difficult customers, while exercising a moderate degree of independent judgment and professionalism.
- Perform research of criminal and civil payments using various automated accounting and court management systems. Handle cash and checks from nominal to large amounts and enter payment information into a computer based receipting system.
- Coordinate several overlapping responsibilities under time pressures with extreme accuracy. Will also assist customers in person and over the phone, at times simultaneously.

- Represent the section, division and the department in meetings and committees. Schedule, assist with development of agendas and materials, take minutes and arrange logistics for meetings. Perform other Clerks' duties as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

Applicant's experience must demonstrate the following knowledge, skills, and abilities:

- Work independently with minimal guidance.
- Exhibit flexibility and work professionally with all levels of staff.
- Minimum of two years recent experience providing excellent customer service in a high-volume, fast-paced environment.
- Excellent interpersonal and customer service skills with demonstrated ability to positively interact with a variety of people in a diverse work environment.
- Strong and effective oral and written communication skills, including giving and receiving information effectively.
- Intermediate or advance computer skills understanding directory structure, web navigation, Microsoft applications (Word, Excel, and Windows).
- Work effectively in a team environment including ability to work and make decisions, helping others to learn, coordinating schedules, and providing task assignments.
- Be a positive team member including coordinating the schedules of other staff; cooperating with other team members, possessing the ability to compromise and resolve issues with minimal direction; strong interpersonal and problem solving skills.
- Minimum of two years recent experience in handling a large volume of cash and checks with extreme accuracy.
- Demonstrated ability to communicate effectively with people of diverse backgrounds.
- Experience learning and using different computer applications to perform complex tasks.

Demonstrated ability to prioritize and multi-task with extreme accuracy; meet timelines; interpret and apply departmental policies and procedures.

Ability to effectively organize multiple assignments, sometimes of a complex nature or involving competing priorities, to produce work products that are accurate, thorough, and on time.

Ability to demonstrate punctual and reliable attendance.

DESIRED QUALIFICATIONS:

DJA Experience

Experience with court or knowledge of legal procedures and

CESSARY SPECIAL REQUIREMENTS:

Applicants must have no felony convictions in the last ten years.

- Ability to stand and/or sit for an extended period on a daily basis.

- Repetitive use of hands and wrists.

Must be able to work occasionally at other locations.

terminology.

SUPPLEMENTAL INFORMATION:

Application materials will be screened for qualifications, clarity and completeness. Based upon the information provided in the application materials, the most competitive candidates may be invited to additional selection processes, including an oral interview.

- The person hired into this position will be required to adhere to the policies of the Department of Judicial Administration in meeting and maintaining the standards required for providing professional, high-quality Superior Court record services, while ensuring access to justice and integrity in the process as well as other standards related to conduct.

Note: Online applications are preferred. However, if you cannot apply online, go to www.kingcounty.gov/jobs for other options.

If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.

Judicial Cashier Lead Supplemental Questionnaire

- * 1. Do you have two years recent experience providing excellent customer service in a high-volume, fast-paced environment?

☐Yes ☐No

2. If you answered yes to question No. 1, please describe your experience.

- * 3. Describe your work experience and how it will benefit you in this position? Please include any relevant software and/or computer programs.

- * 4. How do you motivate others? How do you stay motivated?

- * 5. Describe your learning style and how you make sure you retain information.

- * Required Question